



# BOARD BULLETIN

July 26, 2013

## *Annual Performance Summary*

Below please find several performance results from FY 2012-2013:

Measure	FY 11-12 Results	FY 12-13 Results
<b>Health &amp; Human Services</b>		
Clients served at Senior Center (duplicate count)	21,310	<b>21,866</b>
Clients served by DSS (duplicate count)	48,562	<b>49,601</b>
Child protective cases	985	<b>890</b>
Child support collection rate	63.2	<b>66.1</b>
Average number of clients seen per day at Health Department	20.4	<b>18.8</b>
Average number of veterans served per day	11.8	<b>16.9</b>
<b>Public Safety</b>		
Avg. calls for service per day (Sheriff)	34.5	<b>35.3</b>
Total calls for service (Sheriff)	12,638	<b>12,785</b>
Cases closed w/arrest (%)	18.4	<b>27.8</b>
Rabies cases – Animal Control	21	<b>50</b>
Animals placed in shelter	2,901	<b>2,052</b>
Animals placed or adopted	279	<b>340</b>
<b>Transportation</b>		
Passengers per service hour (SCUSA)	3.5	<b>3.3</b>
Cost per passenger	\$8.29	<b>\$10.18</b>
Cost per vehicle mile	\$1.90	<b>\$1.91</b>
<b>Culture &amp; Recreation</b>		
Total annual patrons (Library)	142,567	<b>144,869</b>
Total materials circulated	213,204	<b>190,288</b>
Library computer users	29,249	<b>30,437</b>
Library use per capita	2.72	<b>2.94</b>
Library cost per use (\$)	6.76	<b>6.51</b>
Museum visitors	4,611	<b>3,508</b>

## *NC FAST Implementation Leading to Food Stamp Delays*

The new automated DSS benefit system (NC FAST), being implemented by the State of North Carolina for local DSS agencies, is experiencing delays and system failures. As a result of these failures, some DSS food stamp clients are experiencing a delay in receiving their monthly cards and/or errors with the card amounts.

The statewide NC FAST system implementation began in the late 2012/early 2013. The food stamp program was the first program area to transition to the new system. Ultimately all program areas will be on the NC FAST system, and this will eliminate redundant intake questionnaires and improve the accuracy of income and eligibility verifications. As such, the process to apply for benefits will improve for the customer and become more efficient for staff.

The County's DSS staff has been working hard to learn and adapt to the new system. However, the transition to the new system has not been easy. Implementation issues have resulted in what will hopefully be short-term customer dissatisfaction and decreased staff productivity and morale. Based on numerous research studies, these short-term outcomes are consistent with similar, large-scale IT system implementations. The research also suggests the long-term outcomes will be more favorable.

The most recent setback occurred last week when the State implemented an upgrade to the system. The upgrade has led to backlogs, delays and redundant data entry.

It is likely the new NC FAST system will continue to experience implementation problems, and staff will continue to work hard to learn and adapt as the system changes. In the end, County staff will make every effort to ensure clients receive the assistance they need.

## **Upcoming Meetings & Events**

**Regular Board Meeting** Monday, August 12  
7:00 PM  
Commons Meeting Room